

REMARKS

Claims 1 to 12 were pending in the application at the time of issuance of the advisory action. Claims 1 to 12 remain rejected as anticipated.

Claims 1, 3, 7 and 10 have been amended to further define the service request resource and the service request. Applicant respectfully notes that in view of the recent CAFC ruling and in view of the MPEP that the claims are to be interpreted in view of the specification and that while the Examiner is permitted to interpret the claims broadly, the breadth is limited in view of the specification and the level of skill in the art. See for example, the paper dated June 3, 2005, where the MPEP requirements were quoted. Accordingly, when these factors are properly considered, the definitions added by the amendments were implicit in the original claim language.

Claims 1 to 12 stand rejected under 35 U.S.C. § 102(e) as being anticipated by U.S. Patent No. 6,748,420, hereinafter referred to as Quatrano.

In the advisory action, it was stated "there is not suggestion or language that defines what a support services resource could or should be." Applicant respectfully notes that it is not the role of the claims to describe the invention through definitions, but rather to recite the invention in view of the requirements of Section 112. Section 112 places the requirements to describe and enable the invention on the specification and so this comment is evidence, as noted previously, of an improper level of claim interpretation. Nevertheless, to move the prosecution forward, as noted above, Applicant has amended the claims to include the definitions that were implicit when the claims were properly interpreted. The rejections have failed to cite such a support service resource.

As noted previously and incorporated herein by reference with respect to Claim 3, Quatro fails to teach such a support services resource. Cookies for a shared session are unrelated to a support services resource and fail to teach "the at least first session with support services resource." Moreover, such a session is not inherent in a shared session for a participant. Accordingly, Quatrano fails to satisfy the requirements of the MPEP for an anticipation rejection. Applicant respectfully requests reconsideration and withdrawal of the anticipation rejection of Claim 3.

Claims 4 to 6 depend from Claim 3 and distinguish over Quatrano for at least the same reasons as Claim 3. Again, Applicant points out that Quatrano defines "an application" and the rejection ignores this definition and cites to elements in Quatrano that Quatrano expressly defined as being different from the application. Applicant requests reconsideration and withdrawal of the anticipation rejection of each of Claims 4 to 6.

Claims 1, 2, 7, and 9 to 12 stand rejected for similar reasons as stated in the rejection with respect to Claim 3. The above comments with respect to Claim 3 are incorporated herein by reference for each of Claims 1, 7 and 10. Applicant respectfully requests reconsideration and withdrawal of the anticipation rejection of each of independent Claims 1, 7 and 10.

Claim 2 depends from Claim 1 and distinguishes over Quatrano for at least the same reasons as Claim 1. Applicant requests reconsideration and withdrawal of the anticipation rejection of Claim 2.

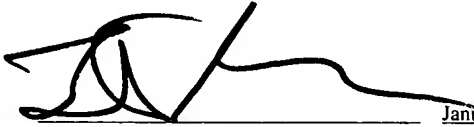
Claims 8 and 9 depend from Claim 7 and distinguish over Quatrano for at least the same reasons as Claim 7. Applicant requests reconsideration and withdrawal of the anticipation rejection of each of Claim 8 and 9.

Claims 11 and 12 depend from Claim 10 and distinguish over Quatrano for at least the same reasons are Claim 10. Applicant requests reconsideration and withdrawal of the anticipation rejection of each of Claim 11 and 12.

Claims 1 to 12 remain in the application. Claims 1, 3, 7 and 10 have been amended. For the foregoing reasons, Applicant(s) respectfully request allowance of all pending claims. If the Examiner has any questions relating to the above, the Examiner is respectfully requested to telephone the undersigned Attorney for Applicant(s).

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on January 9, 2006.



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January 9, 2006

Date of Signature

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